

TO: BES Staff

FROM: Jacky Stokes

DATE: Jun 7, 2004

SUBJECT: Where To Go To Get Answers:

Medical Program Question:

- If the question is a policy question, you should first go to Infosource
- If you can't find the answer in Infosource, you should then go to whoever on your team is assigned to help you on policy questions (usually the lead, or maybe the supervisor).
- If there is still a question, you should contact a policy specialist.
- The eligibility policy specialists are:
 - ABD, Anita Hall or Amy Schouten (Gayle Six works only part time. You can ask her questions but your response will be slower in coming);
 - Family programs and PCN, Carolyn Evans (Connie Christensen is currently working on eRep related assignments),
 - CHIP, Gayleen Henderson (all CHIP questions go to Gayleen)
 - NH, Rich Nelson
- PCN questions that do not concern eligibility policy – When a **worker** has questions about PCN benefits, they should contact Gayleen Henderson. However, when a **client** has questions about PCN benefits, the call needs to be directed to the Medicaid Hotline. Questions about PCN donated services need to be forwarded to Cecelia Richins (inpatient services), or Kimberley Sorenson and Kellie Ottosen (other). Other PCN questions not discussed in this memo need to go to Gayleen Henderson.
- The best way to ask a question is via e-mail. If you write your question clearly, the policy specialist will better understand the question. Be sure to cc: the lead/supervisor that you have discussed the issue with. If the policy specialist has follow-up questions, they will contact you. They will answer you by e-mail whenever possible (they will cc: their reply to whoever you included in your e-mail).
- Each day of the week there is a policy specialist who is assigned to cover the office for policy questions that come up. If the policy specialist you are trying to contact is not immediately available, and you wish to discuss the issue with another policy specialist, contact the bureau secretary (press 0 after you get the phone mail message of the policy specialist). She will know who is providing coverage and help you contact them.
- If you do not receive a timely response, please follow-up with the policy specialist and cc me on the message.
- If you ever have concerns about your ability to get the policy answers that you need, please let me know.

PACMIS Procedural questions (why isn't this working, how do I do this, coding questions)

The responsibility to answer these questions resides with DWS. Workers may call the DWS Policy and Procedures Help Desk at 526-HELP (4357) and press option #1, or if they prefer they can start by asking a BES policy/training specialist. The e-mail address for the Policy and Procedures Help Desk is: Policy & Procedures Help Desk @utah.gov

PACMIS Technical questions (PACMIS bugs, ABENDS, duplicate clients)

Call the DWS Technical Help Desk at 526-HELP (4357) and press option #3. The e-mail address for the Technical Help Desk is: DWS_HelpDesk@utah.gov

If you have questions or concerns regarding this memo, please contact me.

Cc: Kathy Link